

University of Farmers Claims Training



Full-service claims training and development with a state-of-the-art insurance claims curriculum. Providing claims employees with the knowledge and skills they need to improve productivity, file quality and customer experience.

Approximately 1,200 new claims representatives join Farmers every year. Their first weeks on the job are spent in the field, learning from supervisors, field trainers and more experienced claims representatives. Then they travel to the University of Farmers, in Agoura Hills, Calif., for two-week intensive, hands-on training in their line of business. This "finishing school" tests candidates' knowledge and ability to conduct business, and develops their confidence and professionalism in delivering a world-class customer experience.



The new claims training facility offers:

- 51,000 square feet of training capacity
- Seven state-of-the-art classrooms
- A two-story mock house
- Video feedback role-play rooms
- A damage-assessment area that can house up to 20 damaged vehicles
- Advanced multimedia technology to support new methods of learning

The new claims training facility supports:

- Basic training for more than 2,000 new employees every year
- Intermediate and advanced training for 7,600 experienced claims staff
- More than 100 classes on auto physical damage, liability, property and commercial specialty
- Leadership and management programs to prepare claims employees for a lifelong career with Farmers

Leadership and management programs are offered in these areas:

- Claims leadership development for supervisors
- Management leadership development for managers
- Advanced leadership development for executives and high-potential leaders